



Division Guideline # 14

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Title: Guidelines to Manage TCM Changes

Application: All Providers of Developmental Disabilities Targeted Case Management Services: Regional Offices and contracted Targeted Case Management Providers

The goal of this guideline is to manage changes in a standardized and consistent manner across the state, in order to allow time for dissemination, training, and implementation of the change.

Approval/Revision Process for Forms/Processes/Guidelines	Dissemination	Implementation	Training
<p>Anytime a new form/process, or guideline is approved or revised, Regional Offices will follow a standardized process which will allow time for dissemination, training, and implementation of the change.</p> <p>Regional Offices will disseminate changes to TCM providers on the 1st and the 15th of the month.</p>	<p>Regional Offices will designate one person who is responsible for assuring that all changes are disseminated to TCM providers twice monthly.</p> <p>The definition of changes includes local and statewide processes, forms, guidelines, etc.</p> <p>All changes will be disseminated on the 1st of each month and the 15th of each month.</p> <p>If a change comes out on 12/5, then the information would be disseminated to TCM agencies on 12/15. If a change comes out on 12/20, then it would be disseminated to TCM agencies on 1/1.</p>	<p>Changes will be implemented as follows:</p> <p>Any change disseminated on the 1st of the month, will implement, at a minimum, on the 15th of the same month.</p> <p>Any change disseminated on the 15th of the month would implement, at a minimum, on the 1st of the following month.</p> <p>Implementation may be longer, but no shorter than two weeks, at the discretion of the department based upon training needs or complexity.</p>	<p>If needed, training will be developed and offered prior to implementation of the change.</p> <p>Implementation for changes involving training will follow the schedule below;</p> <p>If a training is held prior to the 15th of the month, then the change would implement at a minimum, on the 15th of that month.</p> <p>If a training is held on the 15th of the month or after, then the change would implement, at a minimum, on the 1st of the following month.</p> <p>After training is completed, implementation may be longer, but no shorter than the two weeks, at the discretion of the department based upon training needs or complexity.</p>

This guideline will be reviewed and updated annually, if needed.